made in 1974 to give reservation to SC/ST by the NGOs/Trust/Association, which are drawing. Grant-in-aid;

(b) if so, the details thereof;

(c) if not, reasons therefor;

(d) whether these Ministries/Departments give second installment to NGOs/Trust etc. after making proper inspection/verification of such reservation implementation; and

(e) if so, the names of such NGOs/Trust, which got second installment and implemented the 1974 provision from 1st January, 2005 to date?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS. (SHRI SURESH PACHOURI): (a) to (e) All the Ministries/ Departments, as per instructions issued in 1974, are required to include a suitable clause in the terms and conditions under which the voluntary agencies/organizations etc., are given grants-in-aid by the Government, to provide for reservation for the SCs and STs in posts and services under such agencies/organization. It is the responsibility of the concerned Ministries/ Departments to ensure implementation of these instructions. Details in this regard are not centrally maintained.

Complaints received by grievances cell

1489. SHRI VARINDER SINGH BAJWA: Will the PRIME MINISTER be pleased to state:

(a) the number of complaints received by the Public grievances cell of the Central Government during 2007 and forwarded to various Ministries, departments and organizations for redressal, unit-wise;

(b) the time that is allowed to the respective organization for the redressal of the grievances and to report back to the grievance cell;

(c) whether his Ministry is aware that in a large number of cases, the grievances officer appointed in various organizations are hardly available personally or on phone, thereby frustrating the arrangement; and

(d) whether any surprise checks are conducted, if so, the details thereof during 2007 and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (SHRI SURESH PACHOURI): (a) Redressal of grievances is organized in a decentralized manner. However, details of the grievances received in Prime Minister's Office, Cabinet Secretariat and Department of Administrative Reforms and Public Grievances and forwarded to the concerned Ministries/Departments/Organisations are given in the Statement (*See* below)

(b) Directions have already been issued to all Ministries/Departments and State Govts to redress grievances of the citizens within a period of two months and also to give a reasoned reply within this period.

(c) No, Sir.

(d) Redress of grievance is primarily the responsibility of the concerned Ministries/ Departments/Organization. However, overall status is reviewed periodically.

Statement

Details of complaint received by Public Grievance Cell and forwarded to various Ministries Departments and Organisations during 2007

Sl. No.	Organisation	Complaints Forwarded
1	2	
1.	Banking Division	995
2.	BSES Rajdhani/Yamuna Power Ltd.	44
3.	C.B.I	21
4.	Cabinet Secretariat	21
5.	Central Board of Direct Taxes	244
6.	Central Board of Excise and Customs	46
7.	Delhi Development Authority	60
8.	Delhi Police	136
9.	Delhi Transco Limited	5
10.	Delhi Transport Corporation	26
11.	Department of Agriculture and Cooperation	205
12.	Department of Agriculture Research and Education	46
13.	Department of Animal Husbandry and Dairying	52
14.	Department of Atomic Energy	89
15.	Department of Bio Technology	08
16.	Department of Chemicals and Petrochemicals	139
17.	Department of Commerce	256
18.	Department of Consumer Affairs	165
19.	Department of Economic Affairs	321
20.	Department of Expenditure	85
21.	Department of Fertilizers	86
22.	Department of Food and Public Distribution	243
23.	Department of Heavy Industry	139
24.	Department of Industrial Policy & Promotion	37
25.	Department of Information Technology	36
26.	Department of Justic	242

1	2	3
27.	Department of Legal Affairs	57
28.	Department of Pension and Pensioners Welfare	142
29.	Department of Personnel and Training	346
30.	Department of Posts	1252
31.	Department of Public Enterprises	26
32.	Department of Revenue	713
33.	Department of Road Transport and Highyways	259
34.	Department of Science and Technology	72
35.	Department of Scientific & Industrial research	20
36.	Department of Shipping	354
37.	Department of Space	26
38.	Department of Telecommunications	1829
39.	Department of Tourism	40
40.	Insurance Division	415
41.	Investment Grievance Redressal Cell	17
42.	Ministry of Coal	348
43.	Ministry of Rural Development	94
44.	Ministry of Civil Aviation	231
45.	Ministry of Corporate Affairs	190
46.	Ministry of Culture	185
47.	Ministry of Defence	1802
48.	Ministry of Earth Sciences	19
49.	Ministry of Environment and Forests	268
50.	Ministry of External Affairs (Passport Division)	1940
51.	Ministry of Food Processing Industries	16
52.	Ministry of Health & Family Welfare	620
53.	Ministry of Home Affairs	2363
54.	Ministry of Human Resource Development	1030
55.	Ministry of Information and Broadcasting	343
56.	Ministry of Labour	1087
57.	Ministry of Micro, Small and Medium Enterprises	96
58.	Ministry of Mines	76
59.	Ministry of Minority Affairs	195
60.	Ministry of New and Renewable Energy	29

1	2	3
61.	Ministry of Overseas Indian Affairs	111
62.	Ministry of Parliamentary Affairs	25
63.	Ministry of Petroleum and Natural Gas	883
64.	Ministry of Power	182
65.	Ministry of Railways (Railway Board)	2458
66.	Ministry of Social Justice and Empowerment	609
67.	Ministry of Statistics and Programme Implementation	27
68.	Ministry of Steel	31
69.	Ministry of Textile	167
70.	Ministry of Tribal Affairs	68
71.	Ministry of Urban Development	333
72.	Ministry of Water Resources	163
73.	Ministry of Women and Child Development	112
74.	Ministry of Youth Affairs and Sports	100
75.	Municipal Corporation of Delhi	132
76.	National Human Rights Commission	05
77.	New Delhi Municipal Council	13
78.	North Delhi Power Limited	06
79.	O/o the Comptroller & Auditor General of India	41
80.	Planning Commission	15
81.	Prime Minister's Office	03
82.	Reserve Bank of India	11
83.	Securities and Exchange Board of India	20
84.	Staff Selection Commission	06
85.	Union Public Service Commission	15
86.	ESI	17
87.	Rajya Sabha Secretariat	03
88.	Lok Sabha Secretariat	08
89.	Department of Development of North-Eastern Region	26
90.	Government of Andaman & Nicobar	50
91.	Government of Andhra Pradesh	815
92.	Government of Arunachal Pradesh	10
93.	Government of Assam	257
94.	Government of Bihar	1391

1	2	3
95.	Government of Chhattisgarh	360
96.	Government of Goa	37
97.	Government of Gujarat	606
98.	Government of Haryana	2067
99.	Government of Himachal Pradesh	355
100.	Government of Jammu & Kashmir	319
101.	Government of Jharkhand	398
102.	Government of Karnataka	1042
103.	Government of Kerala	513
104.	Government of Madhya Pradesh	1709
105.	Government of Maharashtra	2488
106.	Government of Manipur	19
107.	Government of Meghalaya	11
108.	Government of Mizoram	5
109.	Government of Nagaland	4
110.	Government of NCT of Delhi	2906
111.	Government of Orissa	392
112.	Government of Pondicherry	60
113.	Government of Punjab	1284
114.	Government of Rajasthan	1569
115.	Government of Sikkim	7
116.	Government of Tamil Nadu	1733
117.	Government of Tripura	33
118.	Government of Union Territory of Chandigarh	131
119.	Government of Union Territory of Dadar & Nagar Haveli	1
120.	Government of Union Territory of Daman & Diu	17
121.	Government of Union Territory of Lakshadweep	1
122.	Government of Uttar Pradesh	6731
123.	Government of Uttarakhand	465
124.	Government of West Bengal	673

Imposition of Penalty

1490. SHRIMATI VIPLOVE THAKUR: Will the PRIME MINISTER be pleased to state:

(a) whether imposition of minor penalty of Censure is compulsory if an inquiry for